



WESTERN STATES PROJECT
Verbal Judo Training
May 20-21, 2019
Sacramento, CA

Training Location: 921 11th Street, Suite 300, Sacramento, CA 95814

Building does not open until 8:00 am

Day 1 (Monday, May 20th) – Registration at 8:15 am, Training runs 8:30 am – 5:00 pm

Day 2 (Tuesday, May 21st) – Training runs from 8:30 am – Noon

ABOUT THE TRAINING: “Verbal Judo®” is a tactical communications course originally designed for law enforcement officers, but one that has applications for anyone who deals with the public on a regular basis. It has been tailored for business, education, and the airline industry, among others.

This course has now been specifically adapted for regulatory inspectors. Attendees will learn techniques to redirect and handle emotionally-charged verbal attacks in order to “generate voluntary compliance.” Attendees will leave this course with improved verbal communication skills and enhanced professionalism. It is beneficial for anyone who interacts with the public in any capacity.

REGISTRATION FEE: \$250/person. Payment is not required to register for course. Registration fee can be paid by check or PO before training, exact cash or check at training, or check after training. Unfortunately we do **NOT** have the ability to accept credit card payments.

Checks can be mailed to Western States Project, 1110 W. Washington, Suite 367, Phoenix, AZ 85007. Please let us know if you need an invoice or W-9.

Training slots will be assigned on a first-come, first-serve basis. Please register as soon as possible as we expect class to fill up quickly.

**Sacramento Verbal Judo Training
(May 20-21, 2019)
REGISTRATION FORM**

NAME _____ TITLE _____
AGENCY/OFFICE _____
CITY _____ STATE _____ ZIP _____
PHONE _____
E-MAIL _____

E-MAIL TO Cassidy.Lynn@azdeq.gov

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QUESTIONS: Call Lynn Cassidy (602) 542-8510

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